

SafeMate

Personal QR codes for medical emergencies

What is SafeMate?

SafeMate uses a simple, fast and secure system that provides paramedics with instant access to your vital medical information in an emergency.

The profile has two levels of data security, including public and private. **YOU** decide what information you want to share.

Private & Secure Access

This information **can only be accessed** when scanned **by the Queensland Ambulance Service (QAS) paramedics** or a person of your choice.

Public Access

You choose what to include. If you are unconscious or disoriented, anyone can quickly scan the QR code and the limited public information appears

The SafeMate Kit



SafeMate Card - Credit card size for a wallet

Stickers - Durable stickers to be placed in highly visible locations

Key Tags - Attach it to your key ring

Wristband - Wear it 24/7

Magnets - Stick it to your fridge



VISIT OUR WEBSITE 'GETSAFEMATE.COM' AND CLICK ON 'GET SAFEMATE'

- Decide on a monthly or annual subscription and **click BUY NOW**
- You will **receive your log in details via email**
- Fill in the online medical profile
- The **SafeMate Kit will be delivered by post**

For help with registering call our friendly team **any step of the way**

NOTE: If eligible, SafeMate is claimable under your NDIS or My Aged Care Plan



Working with Queensland Ambulance Service since 2017



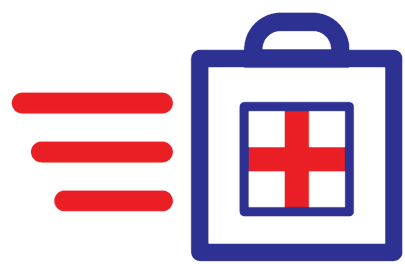
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hello@safemate.care



(07) 3184 9109



SafeMate

ALL the Time Peace of Mind

Your Lifeline in a Medical Emergency

Who Needs SafeMate?

- People with chronic conditions
- People taking medication(s)
- Elderly people to young people
- Those who find it difficult to communicate
- People with a physical disability
- Those suffering from mental health issues
- People with allergies or intolerances
- Anyone with a diagnosis
- A person with end of life requests
- Those in hazardous occupations or extreme sports
- Organisations that care for people

Peace of Mind for the Individual and their Family

- Reduces stress for everyone in an emergency
- Security knowing that in an emergency SafeMate speaks for you
- Enhances patient outcomes
- Can avoid unnecessary and costly hospitalisations

Peace of Mind for the Paramedic

- Instant access to vital medical information
- Saves time in an emergency
- Helps save lives
- Easy to use

Peace of Mind for an Organisation

- Improves health and safety outcomes
- Protects valuable assets – your people
- Offers goodwill and well-being benefits
- 100% data privacy and security



“SafeMate’s beauty is in its instant information when we arrive”

Tony Hucker, Director of Clinical Quality and Patient Safety, QAS.

“SafeMate really took stress away from having to communicate to the paramedics when I wasn’t able to”

- User (K.W.)



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What is SafeMate?



Safer with SafeMate!

A medical emergency can make communicating our needs a serious challenge.

SafeMate stores vital medical details and emergency contacts through a secure network, sharing medical information with registered QAS paramedics upon quick scanning of your personal QR code. Providing first responders with secure access to your important medical history, medications, allergies, emergency contacts, end of life requests, and any additional information you wish to share.

YOU CHOOSE what is viewed through multitiered security:

Private data is accessible to registered QAS paramedics only.

Public data is available to anyone, but you decide what can be shared in a time of need.



Who?

Anyone, anywhere. You and your family can have all the time peace of mind with SafeMate. Saving lives by saving time, as well as unnecessary and costly hospital visits.

You do not need to be sick or old to benefit from SafeMate. Queensland Ambulance Services are wishing more people would use SafeMate. It has been known to save them up to ten minutes in a medical emergency, where paramedics have been able to obtain instant medical records from disoriented patients and family members. Remember that a medical emergency is distressing for all. But SafeMate keeps things simple.

What?

Simple Scanning.

SafeMate comes in a range of products, allowing you to wear it a number of ways.

Paramedics will scan your personal QR code and be instantly granted secure access to your medical information.

How?

For such safety and security SafeMate is sensible at an affordable price!

Monthly subscription: \$10

Annual subscription: \$110

Three-year subscription: \$300

Those who are eligible can claim it under their NDIS or My Aged Care Plan.

If you are unable to upload your member profile information yourself or do not have someone to do it for you, SafeMate can complete your profile for an additional one-off charge of \$35.00.

Why is it great?



100%
secure
data
encryption



Claimable
through
NDIS & My
Aged Care



Working
with
QAS since
2017



Australian
owned &
operated



User-
friendly
product



Peace of
mind all the
time



SafeMate secured in four steps:



GET it

Get your SafeMate by visiting
our website at
getsafemate.com
or give us a call.



UPDATE it

Register your SafeMate on our
website by uploading data of
your choice, and update any
changes along the way.



WEAR it

Wear or display your
SafeMate. A wristband, a key
tag, stickers for your front
door or phone, and a
personal card.



SHARE it

Share the news!
Tell your friends and family
about SafeMate, and the first
person with you in a medical
emergency.

SafeMate

Product range

We offer multiple products to wear or display, ensuring you are covered in any situation.

Your SafeMate subscription includes:

- Wristband
- Card
- Stickers
- Key Tags
- Magnets



In an emergency, a paramedic will scan the QR code for **instant access** to your medical information.



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EVERY SECOND COUNTS IN AN EMERGENCY

SAFEMATE SAVES LIVES

This Australian-owned and operated product is improving patient outcomes by providing paramedics and first responders with immediate access to a person's vital medical information.

MARNIE BIRCH

WHEN a Sydney engineer lay unconscious after being hit by a freak wave while surfing, no one knew his identity or whom to call. Once he had recovered, the experience inspired a team of software engineers to create a digital health product. Called *SafeMate*, it is a product that is helping to save lives.

When it comes to administering emergency treatments, every second counts. *SafeMate* is an Australian-owned and operated product that improves patient outcomes by providing paramedics and first responders with

immediate access to a person's vital medical information at an accident or emergency scene.

Ms Leanne Clarke, Business Development Manager at *SafeMate*, says *SafeMate* is simple to use and has been endorsed by the Qld Ambulance Service (QAS), who have used the product since 2017.

Paramedics scan the QR code on a patient's card, key tag, phone or wristband on arrival at the emergency location. Each code is unique and linked to a secure profile that conveys salient information about the patient's health and medications. The data is instantly

transmitted to paramedics, who can tailor faster, more informed treatments to the patient.

"It has been proven to save paramedics up to ten minutes in an emergency situation," said Leanne.

The *SafeMate* kit contains a wallet-sized card, two key tags and three stickers for placement in a highly visible location, such as a front door, mobility aid or phone, and an optional wristband containing a QR code.

Members select the medical information they wish to share, such as medical history, emergency contacts, medications, and allergies. QAS pa-

ramedics can call next of kin, family members, doctors, and specialists and honour end-of-life wishes regarding organ donation at the patient's discretion.

Leanne says there are options to include personal information of importance, citing a client who added details of her assistance dog to her profile. During a medical incident, *SafeMate* alerted paramedics about how essential her dog was to her health, meaning both she and her dog could be transported to the hospital together, assisting her recovery.

Unlike alert bracelets and smartpho-

ne medical IDs, the *SafeMate* database can only be accessed by individuals with security authenticator clearance, such as certified Queensland Ambulance Service paramedics and those approved by the client.

With security being a topical concern, Leanne advises that *SafeMate* clients have the confidence of knowing that they retain total control and ownership of their information, as the system is not linked to Doctors' records or MyGov.

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The *SafeMate* product (pictured) works throughout Queensland wherever there is Wi-Fi. There are also options to use the system interstate, with plans to roll it out nationwide.

The only maintenance the system requires is that clients keep their medical information up to date. That's easily managed by a phone call or logging into the *SafeMate* website. The cost of *SafeMate* is claimable under the NDIS and My Aged Care Plans for eligible people.

According to Leanne, almost every new client purchases an optional waterproof Fitbit-style wristband (\$15) for convenience, as this can be comfortably worn on the wrist 24/7.

"It removes the stress of remembering medical information or carrying around bits of paper when you are unwell," says Leanne, "If something does happen, you just hold out your wrist."

Suitable for any age, from young children with allergies and medical conditions to older people living at home or receiving palliative care, *SafeMate* can benefit individuals who work in high-risk occupations and dementia patients who are prone to wandering.

The product is ideal for families and caregivers of vulnerable people with a sensory

"It removes the stress of having to remember things when you're feeling unwell."

impairment, a disability, diabetes, complex health conditions or long lists of medications.

"It results in the patient being treated the right way, right away and reduces patient, family and paramedic stress and confusion at



the time of an emergency," says Leanne.

SafeMate is particularly helpful for older people who have fallen and may have hit their heads. When unwell, frightened, or in pain, it can be bewildering for a patient to answer questions about health and medications.

"Clients who are unable to talk just point to their wristbands which gives the paramedics instant access to the information they want them to know. It gives the family peace of mind knowing that should something happen when they are not around, *SafeMate* will speak for them and get them the help they need," said Leanne.

A *SafeMate* Kit costs \$10 per month, and members can cancel anytime due to not being locked into any contracts.

"It doesn't expire or need batteries or access to power ... it is about providing speed of information to paramedics in an emergency," says Leanne.

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